

DEALER & CUSTOMER REFERENCE

EWG Warranty Coverage Details

Program applicability and covered component categories

Important: This guide is a general summary, not a contract. Coverage, eligibility, limits, exclusions, and benefits vary by program. The applicable EWG Limited Warranty Agreement controls.

Programs addressed in this guide

Refurbished Golf Cart Protection

Eligible inspected refurbished carts; coverage generally begins on the agreement effective date.

New Golf Cart Protection

Eligible new carts; coverage generally begins with the vehicle/program sale date.

New-Cart Extended Coverage

Eligible new carts; coverage begins after the applicable manufacturer warranty expires.

Separate program: Lifetime Lithium Battery & Key Protection has its own eligibility, ownership, benefit, and claim terms.

Covered mechanical breakdowns

Depending on the selected program and vehicle, coverage may include repair or replacement of eligible listed components when a covered mechanical breakdown occurs.

Drive systems**Electrical controls****Steering & suspension****Braking & pedal systems****Eligible lighting & accessories**

DEALER & CUSTOMER REFERENCE

Claim Benefits & Reporting

Current benefit guidance and the steps required before work begins

Approved claim benefits

Deductible	\$0 for eligible electric-cart coverage; \$50 for eligible gas-cart coverage.
Approved labor	Up to \$125 per hour, subject to authorization and the applicable agreement.
Pickup & delivery	Up to \$100 toward reasonable costs for an approved covered claim.
Claim payment	Approved claims are processed according to EWG procedures; no timing or payment method is guaranteed.

How to report a claim

- 1 Protect the vehicle** Stop use if continued operation could cause additional damage.
- 2 Contact EWG within 48 hours** Report the potentially covered breakdown after identifying the failure.
- 3 Provide available information** Have the agreement number, customer and vehicle information, complaint, photos, and other available information ready.
- 4 Obtain authorization** Do not begin diagnosis, repair, replacement, or other work represented as covered until EWG authorizes it.
- 5 Complete the approved repair** Follow the authorization and submit the requested final documentation.

Claims assistance: 833-EWG-CORP (833-394-2677) | claims@ewgcorp.com

DEALER & CUSTOMER REFERENCE

Exclusions, Transfer & Support

Common limitations, approved transfer language, and EWG contact information

Common exclusions and limitations

The applicable agreement contains the complete list. Unless a specific agreement expressly provides otherwise, coverage generally does not include:

- Routine maintenance, adjustments, alignment, fluids, shop supplies, and normal wear items.
- Tires, diagnostic charges, freight, taxes, and components not listed as covered.
- Standard vehicle batteries or the vehicle charger under the general vehicle programs.
- Pre-existing conditions or damage caused by continued operation after a failure.
- Unauthorized work, misuse, abuse, collision, environmental damage, or unapproved modification.
- Any amount, repair, component, condition, or benefit excluded or limited by the applicable agreement.

Transfer of eligible coverage

Transferable to one subsequent owner

Eligible coverage may be transferred one time - from the original purchaser to one subsequent owner - subject to EWG approval and the applicable agreement. Contact EWG before representing that a transfer is complete.

Claims: 833-EWG-CORP (833-394-2677) | claims@ewgcorp.com
Dealer support: 833-EWG-CORP (833-394-2677) | sales@ewgcorp.com